



# **Internet CapTel FCC Complaint Log**

**2015 - 2016**

**Complaint Tracking for Sprint IPCTS (06/01/2015-05/31/2016). Total Customer Contacts: 141**

<b>Tally</b>	<b>Date of Complaint</b>	<b>Nature of Contact</b>	<b>Explanation of Resolution</b>	<b>Date of Resolution</b>
1	6/8/2015	Customer reported delayed captions behind the spoken words on one call with the CapTel 840i.	Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. The Communication Assistant's Supervisor met with the Communication Assistant and set up monitoring and coaching to further assist this Communication Assistant in speed and quality captioning.	7/4/2015
2	6/9/2015	Customer's daughter reported that captions on the CapTel 840i are sometimes delayed.	Customer Service Representative apologized for incidence and thanked the customer's daughter for the feedback. Customer Service Representative identified a specific call with delayed captions and shared the call detail with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. Supervisor provided coaching for the Communication Assistant to ensure consistent quality performance.	6/19/2015
3	6/9/2015	Customer reported a delay in captions behind the spoken words on the CapTel 840i.	Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	6/10/2015

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
4	6/14/2015	Customer shared feedback regarding accuracy of captions and provided specific call data.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Supervisor. Management met with the Communication Assistant and provided coaching strategies for optimal captioning performance. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	6/18/2015
5	6/23/2015	Customer shared general feedback regarding the accurate of captions during calls on the CapTel 840i but had no specific examples to share.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Since the customer was unable to identify a specific call for us to follow up on, the Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. After time passed, the Customer Service Representative followed up to see if the customer had specifics to share. Customer subsequently opted out of further follow up.	7/9/2015

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
6	6/24/2015	Customer's assistant reported that the captions on the CapTel 880i would sometime be inaccurate.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative investigated and found the Communication Assistant on the call documented a trouble ticket that indicated difficulty captioning due to audio distorted with static and workstation difficulty that affected the accuracy of captions during the call. Customer Service Representative shared tips to aid caption accuracy. Customer Service Representative noted the CapTel user can turn captions off and then back on to connect to a different Communication Assistant for a better connection anytime during a call. The customer thanked the Customer Service Representative for this detail.	6/24/2015
7	6/25/2015	Customer reported inaccurate captions during calls and stated she could not understand any of her family on the phone. Customer would not provide specific call data.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. While attempting to get specifics on what had occurred, the customer disconnected the call. Customer Service Representative attempted to follow up with the customer several times but was not successful. Customer Service Representative's investigation did not find any issues at the Call Center that might have affected the customer's call quality. Customer Service Representative sent the customer a letter suggesting that the customer document the date, time and Communication Assistant ID of any future calls that had inaccurate captions to allow us to take specific action with the Communication Assistant captioning the call and offered further assistance upon request.	7/9/2015

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8	6/28/2015	Customer reported significant delay in captions behind the spoken words on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative investigated and identified a call that was beyond the CapTel guidelines for captioning transcription. Call detail was passed on to Call Center Management for the purpose of providing the Communication Assistant additional coaching and monitoring for optimal performance with minimal delay of captions.	7/6/2015
9	6/30/2015	Customer shared general feedback on the accuracy of captions on the CapTel 880i and provided an example of a wrong word captioned for a local suburb, but had no specific date or time of call. Customer also asked if CapTel call centers were in the U.S.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative investigation did not find any issues at the Call Center that might have affected the call quality. Customer Service Representative noted that if the customer documents the date, time and Communication Assistant ID of any future calls this will allow us to take specific action to coach and mentor the Communication Assistant captioning the call. Customer Service Representative explained the captioning process and additionally provided tips for the customer to help improve accuracy of captions and demonstrated how to turn captions off and back on to connect with a new Communication Assistant at any time during the call. Customer Service Representative also noted that all CapTel call centers are located within the U.S.	6/30/2015

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10	7/3/2015	Customer reported a longer than normal delay in captions behind the spoken words..	Customer Service Representative apologized for the incident and thanked customer for sharing the experience. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant on this fast paced, lengthy call to ensure consistent quality performance.	7/10/2015
11	7/7/2015	Customer reported inaccurate captions during a call on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer was unable to provide specific call data and noted the call was 2 weeks prior to this report. Customer Service Representative noted that if the customer documents the date, time and Communication Assistant ID of any future calls this would allow us to take specific action with the Communication Assistant captioning the call. Customer agreed they would do so should this happen again.	7/7/2015

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
12	7/8/2015	Customer reported the Communication Assistant did not continue captioning after being put on hold.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Call detail was passed on to Call Center Management for review. Investigation showed no trouble ticket logged on the call nor disconnect macro used. The Floor Operation Supervisor confirmed the Communication Assistant's understanding of the procedure for captioning on-hold recordings. The primary Supervisor was informed of the concern so that they can get additional observation to see if any further issues are present. The Customer Service Representative did confirm that the customer pressed the captions button off and on again to get a new Communication Assistant and continue captions on the same call.	7/10/2015
13	7/15/2015	Customer's son asked how captions are produced and shared feedback on the overall quality of the customer's captions.	Customer Service Representative explained how captions are produced per inquiry. Customer Service Representative's investigation identified the customer has several trouble tickets documented by Communication Assistants on calls going back to mid-April indicating substantive audio issues. These audio issues may be contributing to the customer's overall experience. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action in researching the specifics of what the customer is experiencing. Customer's son said he understood and thanked the Customer Service Representative for this information.	7/15/2015

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
14	7/16/2015	Customer reported inaccurate captions during calls.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor met with the Communication Assistant, provided coaching and tips and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	7/21/2015
15	7/17/2015	Customer's son shared general feedback regarding inappropriate captioning on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer's son shared examples of phrases he saw in captions, but did not have any call detail specifics for us to follow up on. Customer Service Representative followed up with the son and he said captions have been fine since he last called. Customer Service Representative suggested that if the customer or he could document the date, time and Communication Assistant ID of any future calls this would allow us to take specific action with the Communication Assistant captioning the call. Customer's son thanked the Customer Service Representative for her follow up call.	7/23/2015



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16	7/19/2015	Customer reported captions appearing delayed beyond the spoken words on the CapTel 840i.	Customer Service Representative investigated and identified a call the day before calling Customer Service that had delay beyond the guidelines CapTel adheres to. Call detail was reported to Call Center personnel in order for the Communication Assistant's Supervisor to provide coaching and extra monitoring to assist this Communication Assistant in providing optimal service.	8/6/2015
17	7/23/2015	Customer reported delayed captions on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative followed up with the customer by email and phone to let them know what action was taken with the Call Center.	8/6/2015
18	7/24/2015	Customer reported a delay in captions behind the spoken words on the CapTel 840i	Investigation identified a call with delay above the CapTel guidelines of 3-5 seconds. Customer Service Representative apologized for the incidence and informed them that information would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	8/7/2015

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
19	7/27/2015	Customer reported poor accuracy of captions on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. The Communication Assistant was also provided further training to help develop stronger captioning skills.	8/7/2015
20	7/30/2015	Customer reported a significant delay and intermittent duplication in the captions on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for further investigation and follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased the frequency of monitoring and coached the Communication Assistant with tips on maintaining optimal speed of captions to adhere to CapTel guidelines of 3-5 seconds behind the spoken words.	8/10/2015

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21	7/30/2015	Customer reported poor captions during a particular call on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for taking time to let us know of the experience. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor met with the Communication Assistant and provided coaching and additional monitoring to help optimize captioning quality of this Communication Assistant. Customer was made aware of the option to change the Communication Assistant at any time during the call if ever desired.	8/1/2015
22	8/3/2015	Customer reported captions appearing inaccurately on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor coached the Communication Assistant with tips and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	8/6/2015
23	8/5/2015	Customer reported inaccurate captions during a specific call on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor provided additional coaching to the Communication Assistant and increased monitoring frequency to ensure consistent quality performance.	9/1/2015

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24	8/14/2015	Customer reported waiting 3.5 minutes for a Communication Assistant to appear on a call..	Investigation found that the answer time around the time of the customer's call was within a matter of a few seconds. Findings were inconclusive why the customer's call did not connect swiftly as other calls at that time. Customer Service Representative apologized for the customer's experience. Customer noted it was most unusual and usually calls are answered in a matter of seconds.	8/14/2015
25	8/17/2015	Customer reported a delay in captions on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	9/1/2015
26	8/21/2015	Customer's friend reported a delay in captions behind the spoken words while using the CapTel 800i.	Customer Service Representative apologized for the incident and thanked customer's friend for the feedback. Customer Service Representative investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Supervisor. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative left a voicemail message with the customer's friend reporting action taken and offered further follow up on any future calls.	9/9/2015

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
27	8/24/2015	Customer's spouse reported inaccurate captions.	Customer Service Representative apologized for the incident and thanked customer's spouse for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative investigated technical logs and found multiple instances where the Communication Assistant noted poor audio which interfered with the Communication Assistant's ability to caption accurately. Customer Service Representative tried to follow up with the customer by phone and also sent a letter sharing findings. Customer Service Representative offered further assistance at customer's request.	9/9/2015
28	8/24/2015	Customer reported delayed captions behind the spoken words on the CapTel 2400i.	Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Customer Service Representative later followed up with the customer to offer further support. The customer confirmed all is working well, and customer opted out of any adjustments to his set up that may be contributing.	9/8/2015

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29	8/31/2015	New customer shared feedback on the accuracy of captions on the CapTel 880i.	Customer Service Representative sought further insight on the customer's experience and explained how captions are created. Customer Service Representative offered an onsite visit to see if their set up was contributing due to the customer reporting seeing punctuation characters within some words, which would not be generated by voice recognition transmission, but the customer declined. Customer Service Representative exchanged emails discussing the customer's experience and also how corrections are inserted in the text in brackets, which customer was seeing. Customer Service Representative noted that if the customer wishes to provide specific date and time of any future calls, we can take more specific follow up with the Communication Assistant and the Communication Assistant's Supervisor. Customer declined, and thanked customer service for their explanations.	9/8/2015

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30	9/4/2015	Customer reported captions appearing on a specific call with her sister that the customer did not think was said.	Customer Service Representative apologized and told customer we would investigate. Investigation by Call Center management confirmed the Communication Assistant captioned the call based on what they heard. The Communication Assistant and Supervisor further discussed this specific incidence to make sure it was handled correctly. A male voice was heard and then a female. Customer Service Representative followed up with customer and reported investigation findings. Customer Service Representative offered tips for moderating future calls to prompt clarification from the other party on what was captioned. Customer Service Representative shared that (M) indicates a male speaker and (F) indicates a female speaker.	9/5/2015
31	9/10/2015	Customer reported delayed captions on the CapTel 2400i.	Customer Service Representative explained the average delay to the customer and identified two calls that the customer experienced an above average delay on. Customer Service Representative passed information on for review by call center management. The Supervisors reported that their records indicated that these two calls were captioned correctly, but due to an usually fast speaker the captions were delayed beyond three to five seconds.	9/23/2015

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32	9/22/2015	Customer reported seeing "vulgar words" in her captions during some calls that the customer did not believe the other party would say.	Customer Service Representative apologized for this experience and sought specific examples for us to take follow up action. Customer was unable to provide a specific time and date of a call, or any specific examples of words present in the captions. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	9/22/2015
33	9/24/2015	Customer reported that the captions were not accurate during a specific call on the CapTel 840i.	Customer Service Representative apologized for this experience and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor will meet with the Communication Assistant to provide additional coaching and mentoring for optimal performance.	10/6/2015
34	9/30/2015	Customer shared general feedback regarding the accuracy of captions and the correction process on some calls.	Customer Service Representative apologized and thanked customer for bringing their experience to our attention. Customer had no specific examples to share. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer said that she will do so for any future calls now that she knows what detail will be helpful.	9/30/2015



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35	10/6/2015	Customer reported experiencing a delay in the appearance of captions behind the spoken word during a captioned call.	Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased coaching and monitoring frequency for the Communication Assistant to ensure consistent performance.	10/11/2015
36	10/9/2015	Customer reported inaccurate captions appearing on the CapTel 840i screen.	Customer Service Representative apologized to customer for the incident and thanked the customer for the feedback. Customer Service Representative proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Customer Service Representative attempted to follow-up with the customer regarding their experience, but the customer was unavailable. Customer Service Representative then sent the customer a letter explaining that call detail was shared with call center management, and they proceeded to follow-up with the Communication Assistant for further training and coaching to ensure consistent quality performance.	10/20/2015

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37	10/12/2015	Customer reported inaccurate captions appearing on the CapTel 840i screen.	Customer Service Representative apologized to customer for the incident and thanked the customer for the feedback. Customer Service Representative proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Upon follow-up, Customer Service Representative explained to the customer that the call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor will increase monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative further suggested documenting the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call.	11/2/2015
38	10/13/2015	Customer reported inaccurate captions during a call when using the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative followed up with the customer to let them know what action was taken. Customer was appreciative.	11/3/2015

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39	10/14/2015	Customer's daughter reported intermittent inaccuracies in the captions on the CapTel 840i.	Customer Service Representative apologized for the occurrence and thanked customer's daughter for bringing the experience to our attention. As customer's daughter was unable to provide details regarding specific calls that had contained inaccuracies. Customer Service Representative advised documenting the date, time, and Communication Assistant ID of any future calls wherein the customer experiences inaccurate captions so that CapTel Customer Service can perform follow-up with Captioning Service staff. Customer Service Representative also explained how captions are created and advised on how to disable and re-enable the caption connection on the CapTel 840i in order to obtain an alternate Communication Assistant while on the call. Customer Service Representative attempted to follow up with the customer to see if they had any documented calls to share, but was not successful. Customer Service Representative left a message offering further assistance upon request.	11/4/2015
40	10/21/2015	Customer reported delayed captions appearing on the CapTel 2400i behind the spoken words.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	10/30/2015

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41	10/21/2015	Customer reported receiving difficult to read captions on a previous call.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management to follow up with the Communication Assistant. As a result of the client's concern as well as the Communication Assistant's current quality record, the Communication Assistant's Supervisor increased monitoring frequency and will provide prompt coaching on all noted concerns to ensure consistent quality performance.	11/5/2015
42	10/26/2015	Customer reported inaccurate captions on a specific call.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor discussed proper captioning techniques with the Communication Assistant, and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	10/27/2015

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43	10/29/2015	Customer reported inaccurate captions on the CapTel 840i.	Customer Service Representative apologized and inquired about any specific detail to further investigate. Customer was unable to provide any specific information or example regarding the inaccuracies reported. Customer Service Representative advised noting the date, time, and an example of inaccurate captions on future calls so specific follow up with Call Center personnel can be taken on the customer's behalf. Customer Service Representative subsequently mailed a letter to customer's address reiterating this information and offering further assistance.	11/5/2015
44	11/6/2015	Customer reported a delay in receiving captions behind the spoken words on a specific call..	Customer Service Representative apologized for the experience and gathered details. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased coaching and monitoring for the Communication Assistant to ensure consistent quality captioning performance on all calls.	11/11/2015

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45	11/7/2015	Customer shared feedback regarding accuracy of captions and provided specific call data.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor confirmed the Communication Assistant's understanding of proper captioning techniques to ensure consistent quality performance. Customer Service Representative sent a follow up letter to the customer noting what was done.	11/20/2015
46	11/11/2015	Customer reported inaccurate captions during calls on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Detail provided by the customer was then passed to Call Center personnel for follow up. The supervisor met with the Communication Assistant and provided tips for optimal accuracy, then put the Communication Assistant on additional monitoring for optimal practice of skills coached on.	11/25/2015

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47	11/13/2015	Customer reported seeing the word "yeah" over and over taking up the entire screen during a recent call.	Customer Service Representative apologized for the incidence and thanked the customer for bringing this to our attention. Customer Service Representative found that the Communication Assistant had entered a trouble ticket to document a technical issue with their station during the call the customer specified, and that this issue caused the same message to erroneously appear in captions multiple times. Customer Service Representative also followed up with Call Center management and the Communication Assistant received coaching on troubleshooting technical issues while managing the pace of the call.	12/1/2015
48	11/19/2015	Customer reported captions lagged behind the spoken words during a call.	Customer Service Representative apologized for the experience and forwarded the call details to Call Center management. The Communication Assistant's Supervisor increased monitoring frequency and coaching as needed to ensure consistent quality performance.	12/4/2015
49	11/19/2015	Customer reported no captions on a recent phone call on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. Investigation by Call Center management revealed there may not have been audio to caption, but as a result of the report the Communication Assistant's Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	11/30/2015

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50	11/23/2015	Customer reported that the Communication Assistant disconnected the call mid conversation with the customer.	Customer Service Representative apologized for the experience and forwarded the call detail to Call Center management for further investigation. The Call Center management reported that the Communication Assistant heard static and there was no captionable audio for over three minutes, so the Communication Assistant's Supervisor disconnected the call per their normal procedure. Call Center management also confirmed that the Communication Assistant's Supervisor did connect their own headset to ensure there was no captionable audio before the call was disconnected.	12/4/2015
51	11/28/2015	Customer's husband reported seeing offensive captioned words on the CapTel 840i that he does not believe his son-in-law stated.	Customer Service Representative apologized for this experience and sent call detail provided to the Call Center for investigation. The Communication Assistant's Supervisor met with the Communication Assistant and discussed the importance of captioning verbatim what they hear. The Communication Assistant remembered the call and noted they heard the words spoken either under their breath or to another person in the background. The Supervisor confirmed that it was correct for the Communication Assistant to caption all spoken words heard on a CapTel call. Customer Service Representative followed up to share the results with the customer. Customer Service Representative shared that the Communication Assistant would be monitored to ensure they adhere to the policies and protocols of captioning.	12/4/2015



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52	12/1/2015	Customer reported delay in captions behind the spoken words on an automated system call using the CapTel 840i.	Customer Service Representative apologized for the incident and collected call detail for further investigation. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Supervisor. The Supervisor increased monitoring frequency specifically for calls with elevated pace and recorded audio to better assess the Communication Assistant's ability to caption according to CapTel call handling standards. Further, the Supervisor provided coaching and an established development session to further aid the Communication Assistant with captioning techniques.	12/9/2015
53	12/1/2015	Customer reported inaccurate captions appearing on the CapTel 840i during a previous call.	Customer Service Representative apologized to customer for the incident and thanked the customer for the feedback. Customer Service Representative proceeded to relay the provided call details to the appropriate captioning service personnel for further follow-up. Upon follow-up, Customer Service Representative explained to the customer that the call detail was shared with Call Center management for follow up and the Supervisor will increase monitoring frequency for the Communication Assistant to ensure consistent quality performance.	12/9/2015

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54	12/4/2015	Customer reported a delay in captions behind the spoken words on a specific call on the CapTel 840i.	Investigation revealed that the captions had a delay of additional seconds outside the guidelines of CapTel policy. Investigation showed the Communication Assistant noted audio challenges during the call with (speaker too soft) and (speaker unclear) that may have contributed to the slight delay. The Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Supervisor. The Supervisor increased monitoring frequency and coaching tips for the Communication Assistant to ensure consistent quality performance. The Customer Service Representative followed up to let customer know action taken.	12/11/2015
55	12/9/2015	Customer's daughter reported that sometimes the captions are not coming up correctly on the CapTel phone.	Customer Service Representative apologized for the incident and inquired about call specifics we could follow up on. Customer Service Representative educated the daughter on how captions are created using voice recognition and how corrections are inserted in brackets. Daughter observed a correction being made on the call with customer service. Customer Service Representative noted we can take very specific follow up with the Call Center if the customer provides the date, time , Communication Assistant ID or number dialed for any future calls where accuracy is not satisfactory. Customer Service Representative followed up at a later date with the customer, and the customer noted all was well, and they are satisfied with their CapTel phone and service.	12/16/2015

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56	12/16/2015	Customer reported delayed captions behind the spoken words on a specific call on her CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. The customer confirmed they pressed captions off and on again to complete the call with another Communication Assistant successfully. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance and offered coaching on dealing with fast paced speakers. Customer Service Representative followed up with the customer to let them know action taken on their behalf.	12/18/2015
57	12/22/2015	Customer reported seeing unrelated captions "No captions returned" in blue during a captioned call on the CapTel 840i.	Customer Service Representative apologized for the incident and collected detail for investigation. Call detail was shared with Call Center management for follow up. Investigation could not identify any trouble ticket or cause of the customer's experience. Customer Service Representative followed up with the customer who verified that since reporting the experience on one call she had experienced no other caption troubles and noted she was able to complete the conversation she referenced.	12/23/2015

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58	12/27/2015	Customer reported seeing a message, "waiting for CapTel operator," momentarily on the screen of the CapTel 840i and was concerned she would connect with the other party before having captions.	Customer Service Representative apologized for the experience and explained that this prompt means to stay on the line momentarily to connect with the next available caption assistant. Customer Service Representative later verified the CapTel was connecting with captions successfully.	12/27/2015
59	12/30/2015	Customer reported experiencing inaccurate captions.	Customer Service Representative apologized for the incident and later followed up to confirm call detail customer needed to look up. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor provided tips for achieving higher accuracy and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	1/4/2016
60	12/30/2015	Customer reported experiencing inaccurate captions during a call on the CapTel 840i.	Customer Service Representative apologized for the incident and later followed up to confirm call detail customer needed to look up. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor provided tips for achieving higher accuracy and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	1/8/2016

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61	1/4/2016	Customer inquired how to have captions be instantaneous.	Further discussion revealed that customer was experiencing delayed captions during a previous captioned call. Customer Service Representative apologized for incidence and thanked customer for reporting their experience. Customer Service Representative investigated and identified a call with lag time behind the norm. Call was identified as fast paced with documented audio/distortion difficulty on the call. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance, including documentation of trouble tickets when difficulties are noted.	1/19/2016
62	1/8/2016	Customer reported seeing Waiting for CapTel Operator when they placed a call to customer service.	Customer Service Representative confirmed due to high call volume at the very moment the customer placed their call that there was a slightly longer wait time. However, customer confirmed they pressed the captions button off and on again during the call and connected with a Communication Assistant promptly. The Call Center confirmed they met their answer time obligations for the day well above requirements.	1/8/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
63	1/11/2016	Customer shared general feedback regarding the accuracy and delay of captions on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked the customer for bringing their concern to our attention for further follow up. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls that are not satisfactory to allow us to take specific action to coach and mentor the Communication Assistant captioning the call. Customer provided a serial number that was not a CapTel product and a call time that was not in our system. Customer Service Representative attempted to follow up on 3 different occasions and was unsuccessful in re-connecting with the customer. Customer Service Representative sent a letter offering further assistance.	2/4/2016
64	1/12/2016	Customer's sister reported that the captions on the CapTel 840i do not always make sense, but she was not on site to see what the CapTel user was seeing.	Customer Service Representative apologized for the incident and thanked the customer's sister for bringing their experience to our attention. The customer's sister was unable to share specific call data or examples. Customer's sister said she would get back in touch when she was on site to see what the customer was seeing. Customer Service Representative was subsequently unable to make further contact with the customer's sister or customer, so mailed a letter recommending that the customer document the date, time and Communication Assistant ID of any future calls with inaccuracies to allow us to take specific action with the Communication Assistant captioning the call.	1/26/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
65	1/14/2016	Customer reported inaccurate captions during calls.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up with the customer and they confirmed they had not seen any further inaccuracies in captions.	1/26/2016
66	1/16/2016	Customer's husband reported inaccurate captions on an answering machine message captioned on the CapTel 2400i for a call.	Customer Service Representative apologized for the incident and thanked the customer's husband for reporting this experience. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor provided coaching tips for the Communication Assistant to address more consistent quality performance. The Customer Service Representative called the customer and shared action taken.	1/21/2016
67	1/19/2016	Customer reported incorrect captioning of a phone number during a previous call on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. The Supervisor also shared a tip to enhance accuracy of number input.	1/27/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
68	1/20/2016	Customer reported inaccurate captions during two specific calls on the CapTel 840i.	Customer Service Representative apologized for the incident and let the customer know detail would be sent to Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Communication Assistant's Supervisor provided the Communication Assistant coaching on specific techniques to use to improve accuracy. The Supervisor increased call monitoring frequency for the Communication Assistant to ensure consistent quality performance.	2/2/2016
69	1/21/2016	Customer reported captions lagged behind the spoken words on a specific call.	Customer Service Representative apologized for the experience and stated the call detail would be shared with Call Center management for follow up. The Supervisor met with the Communication Assistant and provided coaching tips as well as increased monitoring specifically for observation of tips provided to minimize delay.	1/25/2016



Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
70	1/22/2016	Customer reported captions stopped in the middle of a specific call.	Call detail was shared with Call Center management. Investigation found a technical difficulty occurred on the call. A Supervisor was called and the workstation was rebooted. The Communication Assistant then proceeded to caption calls. The Supervisor met with the Communication Assistant to discuss trouble ticket handling and procedure in such rare instances. The Customer Service Representative called the customer to inform her of findings/actions taken and apologized for this experience. The Customer confirmed the experience has not re-occurred since the initial complaint and thanked the Customer Service Representative for following up.	2/3/2016
71	1/26/2016	Customer reported a specific call where captions lagged behind the spoken words on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor discussed techniques to minimize delay and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	2/8/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
72	1/26/2016	Customer reported a specific call where she experienced a significant delay behind the spoken words with the captions on the CapTel 840i.	Customer Service Representative apologized for the incident and shared call detail with the Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor provided coaching tips and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	2/8/2016
73	1/27/2016	Customer reported misspelled captions on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer wasn't able to provide any specific detail about misspelled captions on a specific call or calls. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up and customer reported accuracy of captions has been good since she last reported her experience.	2/5/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
74	2/1/2016	Customer reported inaccurate captions during calls.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor provided additional coaching to the Communication Assistant to ensure consistent quality performance.	2/16/2016
75	2/4/2016	Customer reported delayed captions on a previous call.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor found the primary issue could potentially be related to the Communication Assistant's handling of call pace so has increased monitoring frequency for the Communication Assistant to ensure improved quality performance.	2/14/2016
76	2/5/2016	Customer reported a word in the captions that the other party did not say while using the CapTel 2400i with captions.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	2/22/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
77	2/5/2016	Customer reported that she experienced a significant delay with the captions on a particular call on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management who found that the Communication Assistant experienced difficulties with handling the pace of the call reported. The Supervisor increased monitoring frequency and offered coaching as needed to the Communication Assistant to ensure consistent quality performance.	2/12/2016
78	2/6/2016	Customer reported caption difficulty during a specific call on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Communication Assistant and Supervisor discussed tips for maintaining proper voice and for scanning for necessary corrections. Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	2/17/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
79	2/8/2016	Customer shared feedback on a problematic captioned call but provided no specific details on the call.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative also educated customer on how captions are produced and suggested customer document the date, time and Communication Assistant ID of any future problematic captioned calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative sent customer further information via email and US Mail communications. Customer Service Representative offered ongoing assistance to customer.	2/18/2016
80	2/10/2016	Customer reported poor captions during a call, but provided no specifics.	Customer Service Representative apologized for their experience and attempted to acquire specifics for follow up with the Call Center. The Customer Service Representative Advised the customer if they can provide the date, time, phone number, and/or Communication assistant number of unsatisfactory calls, we can take specific follow up action with the captioning service personnel. The customer ended the call without providing detail for further follow up by us.	2/10/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
81	2/10/2016	Customer reported inaccurate captions on a recent call.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The Supervisor discussed the difficulties the Communication Assistant noted and provided tips for how to remedy the experience they had captioning, including static and distortion on the call. The supervisor encouraged the Communication Assistant to document trouble tickets when issues occur.	2/15/2016
82	2/11/2016	Customer reported a delay in captions on the CapTel 840i.	Customer Service Representative explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. Customer Service Representative explained that this delay could increase if their caller is speaking very quickly, if there are multiple speakers, or the Communication Assistant needs to make typed insertions. The customer opted out of further assistance at this time. Customer Service Representative mailed a letter to customer's address reiterating the captioning process and offering further assistance as needed.	2/11/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
83	2/13/2016	Customer reported that captions lag behind on the CapTel 840i.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up letter to the customer reporting action taken and offered further follow up on any future calls.	2/22/2016
84	2/19/2016	Customer reported delayed captions behind the spoken words during a call.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management who found that the Communication Assistant captioning the call was new. The Communication Assistant's Supervisor increased monitoring frequency, as well as further development of this Communication Assistant's skills to optimize captioning performance. The Customer Service Representative followed up with the customer to share action taken. The customer noted no further issues on calls since the initial report.	3/7/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
85	2/24/2016	Customer reported captions appearing delayed on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant's Supervisor. Upon follow-up, Customer Service Representative informed the customer that the call information was shared with call center management for further review and that the call center management followed up with the Communication Assistant to provide further training and coaching.	3/8/2016
86	2/24/2016	Customer reported an delay in captions behind the spoken words on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant's Supervisor. The Supervisor scheduled the Communication Assistant for increased monitoring and coaching and further development of captioning skills for optimal performance.	3/7/2016
87	2/29/2016	Customer reported experiencing a delay in the captions behind the spoken word on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Customer Service Representative identified the call that the customer reported and shared the details with Call Center management for follow up with the Communication Assistant's Supervisor. The Supervisor provided additional coaching and monitoring to ensure consistent quality performance.	3/7/2016



Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
88	3/1/2016	Customer reported a specific call where the captions were inaccurate.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The Communication Assistant involved received extra monitoring and coaching tips to ensure quality captions are provided on each call.	3/10/2016
89	3/17/2016	Customer reported inaccurate captions during her call on the CapTel 840i.	Customer Service Representative apologized for the experience and gathered call details. Customer Service Representative's investigation revealed that the Communication Assistant documented a trouble ticket noting workstation voicing difficulties that impacted this particular call and called a Supervisor to help remedy the circumstance. Customer Service Representative noted Outreach personnel also provided on site support to this new customer to assist with set up and educational matters.	3/18/2016
90	3/17/2016	Customer's assistant reported a delay in captions behind the spoken word.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer reporting action taken and offered further follow up on any future calls.	3/28/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
91	3/18/2016	Customer reported that the captions appear behind the spoken words and asked if they could be faster.	Customer Service Representative explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up letter to the customer reporting action taken and offered further follow up on any future calls.	3/31/2016
92	3/19/2016	Customer reported experiencing inaccurate captions on the CapTel 2400i but had no specific examples or calls for us to research.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative later followed up with the customer, but she did not have any specific examples of inaccurate captions to report at that time.	3/25/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
93	3/19/2016	Customer reported that some times the captions on the CapTel 840i are inaccurate, but had no specific examples.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant ID of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative attempted to follow up with the customer but was unsuccessful. Customer Service Representative mailed customer a letter with information and tips to resolve his experience, and offered additional assistance upon request.	3/30/2016
94	3/25/2016	Customer shared feedback regarding accuracy of captions and provided specific call data.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with by the Communication Assistant's Supervisor. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.	3/31/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
95	3/26/2016	Customer reported slow captions on the CapTel 840i.	Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Call detail was shared with Call Center management for follow up. The floor operations supervisor had discussion with the Communication Assistant about proper techniques for reducing delay and shared coaching tips. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. The Customer Service Representative followed up with the customer to share action taken.	3/29/2016
96	3/26/2016	Customer reported receiving unsatisfactory captions on a previous call that was a brief recording.	Customer Service Representative apologized for the incident and forwarded call detail to Call Center management for further investigation. The Communication Assistant was identified as an excellent performing Communication Assistant with excellent stats on the call, but as a matter of the customer's expressed concern, the Call Center provided a coaching session and increased monitoring frequency for the Communication Assistant to ensure consistent quality performance on all calls.	3/29/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
97	3/28/2016	Customer reported slow captions during calls on the CapTel 840i.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative subsequently followed up with the customer and advised that the call in question was investigated and call center management followed up with the Communication Assistant to provide further training and coaching.	3/30/2016
98	3/29/2016	Customer shared general feedback on the accuracy of captions on the CapTel 840i.	Customer Service Representative apologized and attempted to gather examples or call specifics. The customer had none to share. The Customer Service Representative suggested the customer look back at conversations to note the date, time or phone number to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up to see if the customer had any examples for us to follow up on but she said she did not. Customer Service Representative offered ongoing assistance should she wish to share details in the future.	4/6/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
99	3/30/2016	Customer shared feedback regarding accuracy of captions and provided specific call data.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The new Communication Assistant met with training personnel and was provided further coaching and mentoring to ensure consistent quality performance.	4/1/2016
100	4/2/2016	Customer inquired about the delay behind the spoken word when receiving captions of approximately 5 to 8 seconds.	Customer Service Representative apologized for the experience, discussed what would be considered a normal delay and investigated further. Call detail was identified for a call outside the norm and was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring and coaching for the Communication Assistant to ensure optimal quality performance.	4/26/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
101	4/5/2016	Customer reported inaccurate captions and proper names were misspelled on the CapTel 2400i.	Customer Service Representative apologized for this experience and shared insight. Customer Service Representative explained that in order to give CapTel users privacy and full control of their call, the Communication Assistant is not a participant in the call and thus cannot ask for clarification on the spelling of a proper name. The Customer Service Representative advised that the Communication Assistant only hears the other party, so if the other party spells the name once, the Communication Assistant will know how to spell it correctly for the duration of the call. As customer did not have any specific call detail for us to follow up on, Customer Service Representative noted that if the customer could share the date, time and Communication Assistant's number of any future calls we can take specific follow up action with the Communication Assistant captioning the call. Customer stated they were sharing their feedback as is, and did not want to have to do further follow up.	4/5/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
102	4/5/2016	Customer reported that she had calls that had a longer than normal delay on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Call detail was shared with Call Center management for follow up with the Communication Assistant. The Supervisor and Communication Assistant discussed captioning techniques for reducing delay. The Supervisor will be monitoring and observing to identify further coaching opportunities to optimize the Communication Assistant's captioning performance.	4/20/2016
103	4/5/2016	Customer reported that she had a call with a longer than normal delay on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The Supervisor discussed techniques for reducing delay and handling difficult calls with this Communication Assistant. The Supervisor scheduled extra monitoring and observation to identify further coaching opportunities to optimize the Communication Assistant's captioning performance.	4/8/2016



Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
104	4/5/2016	Customer reported that the CapTel 840i is not "printing the correct captions".	Customer Service Representative apologized for the incident and attempted to collect detail to follow up on with the Call Center. Customer was unable to provide any specific call details or examples. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Upon not hearing back from the customer, Customer Service Representative sent a follow up email to the customer reiterating this desire for follow up specifics, and offered further assistance if desired. No further communications from the customer has been received since the letter was sent on 4/16/16.	5/10/2016
105	4/6/2016	Customer reported that the captions displayed a word error which was not said by the other party.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative discussed how captions are generated. Customer did not have specific call detail. The Customer Service Representative noted that if the customer wishes to document the date, time and Communication Assistant number of any future calls we then will take specific action with the Communication Assistant captioning the call to provide further monitoring and coaching for optimal performance. Customer Service Representative tried to follow up by phone without success so sent a letter sharing tips on improving clarity of calls noting some trouble tickets have been logged for this customer's calls noting audio omissions.	4/13/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
106	4/7/2016	Customer reported that the Communication Assistant was selective in captioning a call to an automated system.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Investigation showed that there were 2 Communication Assistants on the call, with the second one performing well. Call Center management followed up and met with the Communication Assistant. The Supervisor reported that the Communication Assistants captioning the call skipped over repetitive recorded audio to begin captioning audio immediately when the call went live.	4/19/2016
107	4/7/2016	Customer's son reported the captions were delayed behind the spoken words on the CapTel 2400i.	Customer Service Representative discussed the caption flow with both the son and later the CapTel user. Most calls investigated were within the normal delay of 3-5 seconds. Customer Service Representative identified one call with lag time beyond the CapTel guidelines. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor coached the Communication Assistant to optimize standard delay-management techniques and performed additional observation. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	5/4/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
108	4/10/2016	Customer reported captions stopped on a call "five minutes ago" on the CapTel 840i.	Customer Service Representative researched call detail available showing all answering machine messages. Customer Service Representative suggested customer confirm the exact time and Communication Assistant number in their unit to allow us to take specific action with the Communication Assistant captioning the call. Research findings were inconclusive and did not reveal a cause of the difficulty the customer conveyed. Customer Service Representative apologized for this experience and confirmed all further calls/messages were captioned appropriately.	4/10/2016
109	4/12/2016	Customer reported seeing duplication of one word several times in captions on a call.	Further investigation by Customer Service Representative revealed 2 instances where the Communication Assistant documented a trouble ticket on the call specific to this experience. Technical difficulty resulted in the duplicate words during the call. Customer Service Representative apologized for the incident and confirmed this has since been resolved at the Communication Assistant's workstation.	4/12/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
110	4/12/2016	Customer reported that captions had stopped during a conversation on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative investigated and had potentially identified the affected call. The call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor discussed the incident and strategies of calling for a Supervisor in any future circumstances where not feeling well in the middle of a call. Customer Service Representative followed up with the customer by phone reporting action taken on their behalf.	5/5/2016
111	4/12/2016	Customer reported a lag in captions behind the spoken word on a call.	Customer Service Representative apologized for the incident. Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor identified the need for further coaching and monitoring to optimize the Communication Assistant's captioning performance and schedule this accordingly. A letter was sent to the customer letting them know of follow up action taken.	5/4/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
112	4/13/2016	Customer reported the message "Looking for a CapTel operator" on the screen of the CapTel 840i.	Customer Service Representative investigated this customer's experience with Technical Support personnel. Technical Support confirmed and had already resolved a connection issue that resulted in the customer's call not making the modem connection needed to connect to a Communication Assistant at the Call Center. Customer Service Representative confirmed with the customer they were getting captions with no problem immediately following that call. The Call Center subsequently confirmed they met their answer time obligations for the day. The Customer Service Representative apologized to the customer for this unique technical difficulty.	4/13/2016
113	4/14/2016	Customer reported captions significantly delayed on the CapTel 2400i during a conference call.	Customer Service Representative investigated and identified call details. Call detail was sent to the Call Center for follow up with the Communication Assistant. A trouble ticket was logged by the Communication Assistant noting short burst of audio issues that were not captionable. In addition, the Communication Assistant's Supervisor met with the Communication Assistant and discussed proper technique for minimizing delay on calls, where possible. The Customer Service Representative then sent a follow up letter reporting action taken and offered further follow up on any future calls.	5/4/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
114	4/15/2016	Customer reported a delay in captions behind the spoken word on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative advised customer accordingly and offered customer ongoing assistance via a subsequent voice mail message.	4/28/2016
115	4/16/2016	Customer's daughter shared feedback regarding accuracy of captions and provided specific call data.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. It was determined by call center staff that the Communication Assistant in question is relatively new and identified areas in which the Communication Assistant could improve their technique. The Supervisor increased monitoring frequency and coaching for the Communication Assistant to ensure consistent quality performance.	4/19/2016
116	4/16/2016	Customer reported a delay in captions behind the spoken word.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. It was determined by call center staff that the Communication Assistant in question is relatively new and identified areas in which the Communication Assistant could improve their technique. The Supervisor increased monitoring frequency and coaching for the Communication Assistant to ensure consistent quality performance.	4/19/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
117	4/16/2016	Customer reported not having caption for about 2 minutes in middle of an incoming call.	Customer Service Representative apologized for the experience and investigated the circumstance. Call detail of a call with up to 2 minutes of delay was shared with Call Center management for follow up with the Communication Assistant. The Supervisor identified the Communication Assistant as new and increased coaching and monitoring frequency to ensure consistent, and timely captioning with minimal delay.	4/29/2016
118	4/19/2016	Customer reported that the captions showed "him him him him" repeatedly during a captioned call.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative explained that this happened as a rare incidence. The Communication Assistant's microphone picked up extraneous noise in their environment that was interpreted as words. After further investigation, we were also able to identify a call by this consumer on the same day where the Communication Assistant noted a loud beeping tone and audio issues on a call that affected the ability to provide captions. Customer Service Representative sent a follow up letter to the customer sharing our findings.	5/10/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
119	4/19/2016	Customer reported inaccurate captions during calls.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer then had to disconnect from the call. Customer Service Representative attempted to follow-up multiple times to the number provided, but the telephone line had a recording saying the line was not in service. Customer Service Representative sent customer a letter offering further assistance upon request.	5/4/2016
120	4/20/2016	Customer shared feedback regarding accuracy of captions and provided specific call data.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Customer Service Representative additionally explained that the Communication Assistant must make their best guess when captioning a proper noun such as a person's name, and spelling does vary from person to person.	4/20/2016
121	4/21/2016	Customer reported incorrect captions on a call.	Customer Service Representative apologized for the incident and requested information about the call. Customer was able to provide the date, time, and phone number of the call. Customer Service Representative thanked the customer for the feedback and passed the information to the call center for review. The captioning assistant was made aware of the error and will take actions to improve their accuracy and be more diligent about corrections.	4/21/2016



Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
122	4/25/2016	Customer reported a delay in captions while speaking on the CapTel 840i.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up email reporting action taken and offered further follow up on any future calls.	5/2/2016
123	4/25/2016	Customer reported experiencing a delay in captions behind the spoken word on the CapTel 2400i.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	5/10/2016
124	4/26/2016	Customer reported "slow captions" on the CapTel 2400i.	Customer Service Representative investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	5/2/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
125	4/26/2016	Customer reported a delay in captions behind the spoken word on a specific call on the CapTel 840i.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up call to the customer reporting action taken and offered further follow up on any future calls.	4/28/2016
126	4/28/2016	Customer reported delay of captions behind the spoken words on the CapTel 840i and (speaker unclear), (speaker breaking up) and (speaker too quiet) macros received.	Customer Service Representative apologized to customer and advised that the call detail was being forwarded to the call center for investigation. Call detail was sent to the Call Center for follow up. Call center management to schedule additional coaching and monitor session to assist the Communication Assistant with optimal performance on all calls. The Communication Assistant was also coached on documenting a trouble ticket when audio difficulties are present.	4/29/2016
127	4/29/2016	Customer reported very slow captions with captions appearing behind the spoken words on a previous call using the CapTel 840i.	Customer Service Representative investigated and identified a call with delay of captions behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up letter reporting action taken and offered further follow up on any future calls.	5/6/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
128	4/30/2016	Customer reported captions not appearing during a specific call on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Customer Service Representative's investigation revealed that the specific captioned call detail customer shared had lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant by the Communication Assistant's Supervisor. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative sent a follow up letter reporting action taken and offered further follow up on any future calls.	5/10/2016
129	5/4/2016	Customer shared general feedback regarding captions during calls and provided an example of the inaccurate captions.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. As customer was not able to provide the Communication Assistant number, date or time of the call for further investigation, Customer Service Representative suggested the customer document this information to allow us to take specific action with the Communication Assistant captioning the call. Upon follow-up, customer opted out of further assistance at this time as he is dealing with internet outage issues again that impacts his ability to use his captioned phone.	5/29/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
130	5/4/2016	Customer reported a delay in captions behind the spoken word on the CapTel 840i.	Customer Service Representative investigated and identified a call with lag time behind the norm of 3 - 5 seconds. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor had a coaching session with the Communication Assistant and discussed strategies for delay management and when to complete a trouble ticket on a call to optimize quality performance.	5/17/2016
131	5/8/2016	Customer reported a delay in captions behind the spoken word on the CapTel 840i.	Customer Service Representative apologized for the incident and sent call detail to the Call Center management for follow up with the Communication Assistant. The Supervisor determined further training development needed and provided coaching sessions and monitoring to assist the Communication Assistant in providing consistent quality captioning. Customer Service Representative followed up with the customer to let them know the action taken. Customer was most appreciative.	5/19/2016
132	5/8/2016	Customer reported a delay in captions behind the spoken word on the CapTel 840i.	Customer Service Representative investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance. Customer Service Representative followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	5/19/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
133	5/9/2016	Customer reported inaccurate captions on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date, time and Communication Assistant number of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative sent customer further information via email and upon follow-up contact, customer confirmed that she was no longer experiencing any issues with her captioned calling and did not wish to address the matter further with the captioning center.	5/17/2016
134	5/9/2016	Customer reported a delay in captions behind the spoken word.	Customer Service Representative investigated and identified the call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the Communication Assistant. The Supervisor increased monitoring and coaching to optimize the Communication Assistant's captioning performance.	5/19/2016
135	5/12/2016	Customer reported seeing inaccurate captions on the CapTel 2400i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The floor operation Supervisor met with the Communication Assistant. They discussed proper captioning techniques with the Communication Assistant and the Communication Assistant had a good understanding of the call handling procedures. The primary supervisor was also informed of the concern and provided additional monitoring and observation to ensure consistent application of the coaching.	5/24/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
136	5/15/2016	Customer reported captions appearing inaccurately on the CapTel 840i.	Customer Service Representative apologized to customer for the incident and thanked the customer for the feedback. Customer Service Representative proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Customer Service Representative then sent the customer a letter explaining that the call detail was shared with call center management for further review, and they provided the Communication Assistant with further training and coaching to ensure consistent quality performance.	6/7/2016
137	5/15/2016	Customer reported captions appearing 15 seconds delayed on the CapTel 840i.	Customer Service Representative apologized to customer for the incident and thanked the customer for the feedback. Customer Service Representative proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Upon follow-up, Customer Service Representative explained to the customer that the call information was shared with Call Center management for further review and that the Call Center management followed up with the Communication Assistant to provide further training and coaching.	5/24/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
138	5/16/2016	Customer reported delayed captions on the CapTel 840i.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Customer Service Representative attempted to contact customer regarding quality assurance but Customer Service Representative was unable to re-establish contact with customer. Customer Service Representative left a message on their answering machine sharing what action was taken on their behalf.	5/26/2016
139	5/19/2016	Customer reported inaccurate captions during a call when using the CapTel 2400i and provided specific call detail.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. The Supervisor increased monitoring frequency and coaching techniques for the Communication Assistant to ensure consistent quality performance. Customer Service Representative followed up with the customer to let them know what action was taken.	5/25/2016
140	5/27/2016	Customer inquired about the wait time on one call.	Customer Service Representative investigated and identified a technical difficulty at one of the call centers that resulted in corrective action impacting this customer's call. Upon follow up, the customer confirmed all other calls were answered promptly and working well. Customer Service Representative apologized for this experience.	5/28/2016

Tally	Date of Complaint	Nature of Contact	Explanation of Resolution	Date of Resolution
141	5/31/2016	The customer reported inaccurate captions on the CapTel 840i during a specific call.	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant. Call Center management followed up to discuss the call with the Communication Assistant. Further coaching and mentoring was provided to enhance this new Communication Assistant's captioning skills.	6/2/2016